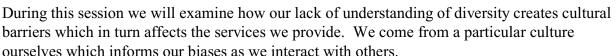
UNDERSTANDING CULTURAL BARRIERS TO SERVICE

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Introduction:

Culture provides people with ways of thinking - how people see, hear, or interpret the society or world in which they live.



Understanding diversity and addressing the issues that become barriers to the provision of service is important because without them we cannot become successful service providers.

- I. What is diversity? What are barriers?
 - A. Getting out of the comfort zone.
 - B. Connecting Cross Culturally. Cross Cultural Relevancy.
 - C. Common Cultural and language barriers.
 - 1. Roles and status.
 - 2. Personal space.
 - 3. Body language.
 - 4. Religion.
 - 5. Personal appearance.
 - 6. Language.

One can fill in any of our

IRS favorite acronyms in the cartoon.

- D. Assimilation
- E. Being service savvy without compromising the policies and objectives of the organization or community.

Break out discussion

- II. Overcoming barriers to service
 - A. In the workplace, in education, in social services and the LITC Program.
 - B. Why?
 - 1. Recognizing the importance and benefits of the LITC Program to our target audience.
 - 2. Recognizing how overcoming barriers benefits our target audience by assisting them to become better providers for their families.
 - 3. Recognizing how barriers contribute to the propagation of scams upon our target audience.
 - 4. Recognizing how barriers contribute to violations of the law.



C. How?

- 1. Develop programs to address the 'real-life, felt or expressed needs' of our target audience.
- 2. Offer programs in familiar surroundings: neighborhood churches, schools, trusted service providers, etc.
- 3. Meet in a location serviced by public transportation systems.
- 4. Take childcare needs into account when planning client meetings or workshops.
- 5. Offer culturally appropriate door prizes or refreshments.
- 6. Take cultural holidays and community gatherings into consideration so that your programs do not conflict.
- 7. Dress appropriately and respectfully for the culture group you are serving.
- 8. Select visuals that reflect the cultural and ethnic identity of the community.
- 9. Use materials written at an appropriate level and in the appropriate language.
- 10. Use examples that are relevant and meaningful to the community.
- 11. Involve cultural guides and diverse volunteers in program design and implementation.
- 12. Identify and use the appropriate teaching style to address preferred learning styles.
- 13. Teach others in your organization about basic cultural sensitivity and awareness.
- 14. Never ASSUME it makes an "ASS out of U and ME": Nodding does not always mean someone understands; and Speaking a little English does not mean someone understands English.
- 15. In client meetings always be sensitive, respectful and ask for responses to be certain the client understands.
- III. Addressing challenges faced by immigrants, organizations and communities.
- IV. A final word.
 - A. Continue to educate yourself on the culture you are serving to better understand cultural barriers and the broad concept of diversity.
 - B. Change begins within yourself and then your organization as we seek to better serve those in need who come to us for assistance and who need the assistance we can offer.











